

# Raymond W. Bliss Army Health Center

## **RWBAHC has no Emergency Department** **FOR CIVILIAN EMERGENCY ROOM AND HOSPITAL Dial 911**

The Sierra Vista Regional Health Center is located at 300 El Camino Real. Emergency treatment is available at their emergency room 24 hours a day. **CAUTION:** TRICARE Prime enrollees may incur out-of-pocket costs for inappropriate emergency room use. Check with your Primary Care Manager (PCM) for guidance. TRICARE billing of acute or urgent conditions is based on whether a prudent person would go to an emergency room for treatment, or wait and see their PCM.

### **GENERAL INFORMATION**

1. R.W. Bliss Army Health Center (RWBAHC) provides primary care (all ages), preventive medicine consultation and optometry services for active duty service members and family members; orthopedic and physical therapy services for active duty personnel--Monday thru Friday, 0730-1630. Access to medical care at RWBAHC is by appointment, unless otherwise stated. **Multiple services are available i.e. referral tracking, payment, to include making an appointment; once registered with Tricare on line <http://www.tricareonline.com/>**
2. **Weekend / Holiday Access Clinic (WHAC):** Urgent and acute minor illness medical care is provided for active duty personnel and TRICARE Prime beneficiaries enrolled to RWBAHC. Please call **(520) 533-9165** during this clinic's hours to schedule an appointment. The clinic is located in the main Health Center, Bldg 45001, side entrance to the left of the main entrance and is open from 0800-1600 every weekend. On Training Holidays, RWBAHC offers full laboratory, radiology and pharmacy services.
3. **After Hours Care.** Nurse Advice line is available to RWBAHC beneficiaries who have medical questions when the RWBAHC is closed. Please call the Nurse Advice Line at 520-533-9200 (option 5). This service is available to all RWBAHC beneficiaries. Services include home healthcare advice, answers to a multitude of other medical questions, and authorizations to seek after-hours treatment at a local Urgent Care Centers. Please note that the After Hours Nurse Advice Line is not for medication renewals, test results, or other communication with your PCM. If you need this type of care, please contact your assigned clinic during duty hours.

### **APPOINTMENTS**

**To access RWBAHC medical appointments please call (520) 533-9200 or toll free 1 (877) 856-2821 between 0600-1600 Monday thru Friday. Please Note: From 0600 to 0630 only active duty appointment requests are accepted. After 0630 any eligible beneficiary may call for an available appointment.** All Beneficiaries may also utilize TricareOnline appointing system 24/7 for their primary care needs. Visit the TricareOnline website at [www.tricareonline.com](http://www.tricareonline.com) to make an appointment! Cancellations can be made 24/7. If cancelling an appointment after hours, please ensure you provide all requested information.

### **ACTIVE DUTY PATIENTS – Department of Military Medicine**

- a. **Active duty permanent party military, Flight personnel, Officer Basic and Advance course students** receive medical care at the **Military Medicine Clinic, Bldg 51101, M-F 0700-1600 by appointment only.** Patients (except flight personnel) must call (520) 533-9200 to schedule an appointment. Flight personnel book appointments by calling 538-1546. For clinic information or assistance, please call 533-2627.
- b. **AIT students, NCO Academy students and reclass students** receive their medical care at the **MI Student Clinic, Bldg 84551.** Hours of operation are Monday thru Friday 0445-1400. **Student Sick Call is held at Bldg#84551, and check-in is from 0445-0500.** Students should check with their Cadre for a sick call slip. Please call 533-6709 for clinic information or assistance.
- c. **Soldier Readiness Center** (Formerly the RAY Troop Medical Clinic) **Bldg 81501, Monday - Friday 0800-1600.** All active duty installation medical In/Out processing, individual medical readiness activities, MEDPROS updates, deployment SRP medical activities and post deployment health reassessment evaluations are provided at this site. Please call 533-4763 for information or assistance. Soldiers are seen by appointment only.

## **FAMILY MEMBERS AND RETIREES – Family Care Clinics**

All non-active-duty Beneficiaries enrolled to a RWBAHC PCM receive primary medical care by appointment at R.W. Bliss Army Health Center Family Care Clinics, Bldg 45001. To access RWBAHC clinics or services, call 533-9200 from 0730-1600.

**Nurse Advice Line** is available 24/7. RWBAHC Beneficiaries needing family guidance with medical care, medication renewals, LAB/RAD results and referrals during the duty day (0730-1600) should call (520) 533-9200 and follow menu instructions to speak with a nurse (Option #3, #1, #1). Expected timeframe for staff-to-patient response or prescription renewal is within 24-72 hours.

**Family member immunizations:** Family members receive immunization at the Allergy/Immunization Clinic: Patients 12 months or younger need a well baby check up or have recently completed a check up before receiving scheduled pediatric immunizations. Patients older than 12 months can get immunizations without seeing a provider. Call the allergy/immunization clinic at 533-8813 for information. Please ensure all patients have their current shot records. Hours of operation are Monday thru Friday 0730-1600. Seasonal Flu and H1N1—no appointment needed--walk-in (service). Please call the Flu Hotline 533-2997 for flu vaccine information or availability.

## **SPECIALTY CLINICS**

**RWBAHC Specialty Clinics require a referral from the patient's PCM** prior to booking an appointment (except Behavioral Health). RWBAHC Specialty Services are listed below. Information about specialty care not available at this facility is provided at the TRICARE Service Center.

Allergy Clinic 533-8813 ( M-F 0730-1600)  
Behavioral Health 533-7030  
Occupational Health 533-9139  
Optometry 533-9197  
(No referral needed for general eye exam)

Nutrition 533-3536  
Physical Exams (active duty) 533-8837  
Orthopedics 533-9236  
Physical Therapy 533-9102  
Preventive Medicine (Bldg #51005) 533-3536

## **LAB, RADIOLOGY, AND PHARMACY**

**Laboratory** Information: 533-2918 Hours: Monday-Friday 0700-1630  
Positive strep results are available by calling the Strep Hotline 533-1405 after 1300

**Radiology** Information: 533-2555 Hours: Monday-Friday 0700-1630

**Main Pharmacy** Information: 533-2520 Hours: Monday-Friday 0800-1700

**Refill Pharmacy @ PX Mall** Hours: Monday-Friday 0800-1700 \*(closed for lunch from 1300-1400)\*

RWBAHC prescription refills 24 hour phone-in.....533-1551

RWBAHC prescription refills online at [www.tricareonline.com](http://www.tricareonline.com)

**MAIL ORDER PHARMACY:** If you are a patient on long-term medication, you may want to consider the mail order pharmacy. For details visit [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE) or call 1.866.DOD.TMOP (1.866.363.8667).

### **Points of Contact for Information are located in the main Health Center (except ASAP)**

Patient Advocate	533-2313	Room K-14
Benefits Counselor Assistance Coordinator (BCAC)	533-1204	Room G-31
Exceptional Family Member Program	533-9035	FCC-B (Area 102-16)
Medical Evaluation Boards	533-1203	Room G-13
Medical Record (Dependant/Retiree)	533-5159	Room H-7
Medical Record (Active Duty)	533-3356	Bldg # 55101 (MMC)
RWBAHC Patient Registration	533-5037	Room G-18
TRICARE Service Center	No Local Number	Rooms K5-7 & K12
TriWest Information & Assistance	1-888-TriWest (1.888.874.9378)	
Army Substance Abuse Program (ASAP)	533-2071	Building #22414
Patient Safety	533-8115	Room 3-Q-5